

P a t e n t C l a i m s :

5 1. A method of providing support to a mobile communications unit comprising the steps of

- generating a support request at said mobile unit,
- sending a support message to a remote support location on the basis of said support request, said support message relating to one or more problems,
- receiving said support message at said remote support location,

10 c h a r a c t e r i z e d in that said method further comprises the steps of

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- generating support information enabling solving of said one or more problems at least partially, and
- providing said support information at said mobile unit.

20 2. A method according to claim 1, c h a r a c t e - r i z e d in that said support request is generated on the basis of one or more of the following

- a user action,
- a message received from said remote support

25 location,

- any internal event like a timer event, an error event, etc., or
- a status check performed at a regular time interval.

30 3. A method according to claims 1 - 2, c h a r a c t e - r i z e d in that said support information is provided to the mobile unit by sending a message containing update and/or support information enabling the mobile unit to

perform an automatic update of the settings thereby correcting said one or more problems.

4. A method according to claims 1 - 3, characterized in that said support information is comprised in an SMS message.

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5. A method according to claims 1 - 4, characterized in that said support information comprises 10 information regarding/representing one or more of the following

- one or more unit settings/parameters,
- unit identification,
- status of said mobile unit,
- an internal state of said mobile unit,
- at least one error code,
- at least one version number of software, hardware, firmware, etc. in said mobile communications unit,
- which hardware/physical/functional units/modules 20 that are or have been connected with said mobile unit, or
- other relevant information.

6. A method according to claims 1 - 5, characterized in that said mobile unit is a mobile phone.

7. A method according to claims 1 - 6, characterized in that said sending of said support message to said remote support location is based on contact 30 information relating to a phone number or an IP address, and that said contact information is one or more of the following

- stored in the mobile unit,
- stored on a SIM card,

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• entered by a user, or
• a part of said message received from said remote support location.

5 8. A system for providing support to a mobile communications unit comprising

• means (403) for generating a support request at said mobile unit,
• first communications means (404) for sending a support message to a remote support location on the basis of said support request, said support message relating to one or more problems,
• second communications means (405) for receiving said support message at said remote support location,

15 characterized in that said system further comprises

• means (406) for generating support information enabling solving of said one or more problems at least partially, and
20 • providing said support information at said mobile unit via said second communications means (405).

9. A system according to claim 8, characterized in that said support request is generated on 25 the basis of one or more of the following

• a user action,
• a message received from said remote support location,
• any internal event like a timer event, an error event, etc., or
30 • a status check performed at a regular time interval.

10. A system according to claims 8 - 9, characterized in that said support information is provided

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to the mobile unit by sending a message containing update and/or support information via second communications means (405) enabling the mobile unit to perform an automatic update of the settings, thereby correcting said 5 one or more problems.

11. A system according to claims 8 - 10, characterized in that said support information is comprised in an SMS message.

10 12. A system according to claims 8 - 11, characterized in that said support information comprises information regarding/representing one or more of the following

15 • one or more unit settings/parameters,
• unit identification,
• status of said mobile unit,
• an internal state of said mobile unit,
• at least one error code,
20 • at least one version number of software, hardware, firmware, etc. in said mobile communications unit,
• which hardware/physical/functional units/modules that are or have been connected to said mobile unit, or
25 • other relevant information.

13. A system according to claims 8 - 12, characterized in that said mobile unit is a mobile phone.

30 14. A system according to claims 8 - 13, characterized in that said sending of said support message to said remote support location via said first communication means (404) is based on contact information

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relating to a phone number or an IP address , and that said contact information is one or more of the following

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- stored in the mobile unit,
- stored on a SIM card,
- entered by a user, or
- a part of said message received from said remote support location.

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